

**THE FURST GROUP**

Furst Commerce Center 459 Oakshade Road  
Vincentown, NJ 08088 Phone: 609-268-8000  
Fax #: 609-268-9515

April 23, 1993

Chuck Shryock  
Shryocks Jewelers, Inc.  
421 S. Main Street  
Malvern, AR 72104

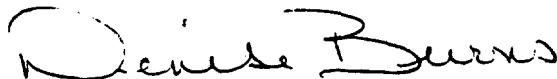
Re: Account No.: 615-6054-967  
Balance Due: \$41.75

Dear Mr. Shryock:

This letter is to inform you that we will abandon all attempts to collect your past due account unless we hear from you in 10 days. As per Section 61 (a)(12) of the Tax Code of the Internal Revenue Service, discharged debt is considered taxable income to the individual who gains economic benefit from it.

The balance you owe will be reported to the IRS in the form of a 1099-Misc. and it will be your responsibility to pay the appropriate taxes.

Sincerely,



Denise Burns  
Collection Department

DB/lm

CC: Wayne C. Phipps  
IC# 1256



January 4, 1994

Southern Bell  
Customer Complaint Bureau  
1208 Southern National Center  
P.O. Box 30188  
Charlotte, N.C. 28230-0188

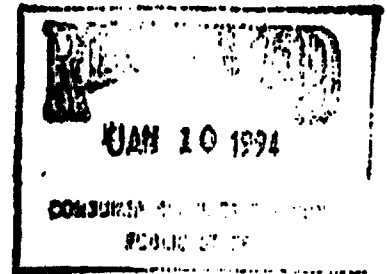
David K. Foote  
3992 Rose Creek Road  
Morganton, N.C. 28655

Matrix Telecom  
P.O. Box 458  
Hurst, TX. 76053

North Carolina Utilities Commission - Public Staff  
Consumer Services Division  
430 N. Salisbury Street  
P.O. Box 29520  
Raleigh, N.C. 27626-0520

Re: Account 704-437-5355

To Whom It Will Concern,



On December 24, 1993, I received my current phone bill from Southern Bell. As usual, I scanned my phone charges and was surprised to notice on page 2 a "One-time charge for changing your long distance company to Sprint Communications" for \$1.49. In further review, on page 10, I noticed a Long distance provider - Matrix Telecom with charges subtotalling \$6.17.

As neither I nor my husband David authorized any change in our long distance company from MCI to Sprint, I immediately attempted to contact the "helpful numbers" printed on the statement for each party involved. Matrix Telecom had an answering machine, and Southern Bell's Equal Access Service Center had an answering machine. I successfully reached MCI who informed me that my carrier was changed effective 11/25/93 (Thanksgiving Day!) and that they could not reinstate my service with MCI until Monday. In addition, I was told that I needed to contact the long distance carrier (Matrix Telecom) to determine who/how the change was made and how to credit my account.

First thing Monday morning I called Matrix Telecom and spoke with their representative Melody Hogan. She informed me that they had received a signed authorization for the change and did accordingly. When questioned about the signed authorization, she said she would be glad to send me a copy and began to verify my address as 107 Powe Street in Morganton. Obviously, this was incorrect and not my address. I told Ms. Hogan she and Matrix Telecom had made a grave error that they were responsible to rectify. Again, she said she would send me a copy of the signed authorization and if in fact it was not correct that I needed to call them and then they would credit my account for the one-time charge.

Subsequently, I called Southern Bell's Equal Access Service Center and spoke with their representative Pat. She said she would

request a copy of the authorization the Matrix claims validates the change and will send it to me. If in fact the names and addresses do not correspond, Pat told me she would send a report to the FCC.

All said and done, I have yet to receive a copy of the signed authorization from Matrix or Southern Bell. During my telephone conversation with Melody Hogan of Matrix Telecom, she told me the name and address of the signed authorization is as follows:

Catherine Bailey  
107 Powe Street  
Morganton, N.C. 28655

Our name and address is:

David K. Foote  
3992 Rose Creek Road  
Morganton, N.C. 28655



There are NO similarities or areas that we can perceive would confuse even the busiest person. I question the honesty and integrity of the companies involved - Matrix Telecom and Southern Bell. It would seem that someone in at least one of these two companies would have noticed - or let alone taken the time to verify - that the names and addresses were not the same! Should this not be a routine practice before making any changes to one's account?

Finally, is the matter of reconciling my phone charges as well as the numerous calls made by my "Friends and Family" circle members who had been receiving an additional 20% discount on all calls made to us through MCI. As of 11/26/93, we nor any of these members have received this additional discount on long distance calls. It appears to me that no one wants to accept responsibility. Therefore until some form of equitable restitution is agreed upon, I will not pay the following charges:

page 4 One-time Charge for changing...	\$1.49
page 10 Matrix long distance charges \$5.99	
less 20%	\$1.20
	-----
	\$2.69

This obviously does not compensate my "Friends and Family". Each consecutive month that I receive a phone bill with charges from Matrix Telecom I plan to subtract a 20% discount on all long distance charges as I would have received with MCI.

If you have any questions please feel free to call me...you have the correct phone number.

   
David K. Foote  Kathleen M.S. Foote

P.S.

I have yet to understand how this entire process took place without our authorization, especially due to the fact that the names and addresses were not the same. I would have expected with all the regulations and controls that our government has on the phone companies that this type of problem would have been caught. It seems to me we may have a bigger problem on our hands. The question arises, "How many more unsuspecting telephone customers have had their long distance companies changed without their knowledge?"



# ENTER TO WIN A DREAM VACATION IN HAWAII

BONUS

INCLUDING

- AIRFARE FOR 2
- LUXURY ROOM
- AND
- \$1,000.00 CASH

**"SAY NO  
TO DRUGS"**

WITH EACH COMPLETED QUALIFIED FORM DONATIONS WILL  
MADE TO NON-PROFIT DRUG ABUSE ORGANIZATION

MT V4

SAVE money with **MILLENNIUM TELECOM** long distance**HAWAIIAN VACATION**

Entry form &amp; long distance application

**Please PRINT  
FILL OUT COMPLETELY**ALOHA  
FROM  
HAWAII**RETURN BACK**

DATE \_\_\_\_\_

FULL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

HOME PHONE # (REQUIRED) ( ) \_\_\_\_\_  
AREA CODE

SIGNATURE (REQUIRED) \_\_\_\_\_

☒ **YES**, please enter my name in the drawing to win A Dream VACATION IN HAWAII & \$1,000.00 CASH!! I understand that my long distance service will be converted, but I am under no obligation and may cancel at any time FREE. I am over 18 yrs. old & am the person responsible for my phone listed above. I may designate only one carrier at a time, and I designate Millennium as my agent, to appoint Matrix Telecom as primary Long Distance Provider. Matrix will pay me back for any local phone company charges for my conversion. No purchase is necessary to win, entry details on back.

( FRONT )

**HAWAII DREAM VACATION****OFFICIAL RULES**

1.) This offer is void in any state or jurisdiction where prohibited by law. 2.) You need not be present at the drawing to win any prize or offer. 3.) Prize drawing will take place on June 30, 1994 for the 7 day dream vacation in Hawaii for 2 people, and \$1,000.00 cash. Approximate VALUE OF VACATION PACKAGE IS \$4,000.00 TO \$6,000.00 depending upon departure point of winners. 4.) Winners will be notified by mail, and shall have 1 calendar year to actually redeem and use their prize. Should winner fail to redeem vacation within 1 calendar year, vacation shall be void, and retain no cash value. Vacation prizes are not transferable. Only winner and a guest may redeem vacation prizes. 5.) All applicable State, local &/or Federal taxes are the sole responsibility of winner. 6.) Odds of winning are estimated at 1 in 50,000, but actual odds may vary depending upon valid entries received prior to drawing date. 7.) No purchase is necessary to enter the Hawaii dream vacation drawing. 8.) For the name of the winner, please send a stamped, self addressed envelope to:

Millennium Telecom  
1314 South King St. #605  
Honolulu, HI 96813

PHONE 1-800-288-3575

**THIS IS NOT A TIMESHARE OR CAMPGROUND OFFER!!!****WE WILL NOT SOLICIT YOU NOR ATTEMPT TO SELL YOU ANYTHING, EVER!!**

Our primary purpose is to obtain a letter of agency which allows us to convert your long distance service and introduce you to Millennium and it's discounted long distance products. This is not a contract for any specific time period. You may cancel at any time you wish free.

☐ I am requesting that you do not convert my long distance service. I am not interested in saving money on my long distance calls. Enter me in the drawing only.

**NO COST - JUST SAVINGS - ENTER NOW**

( Back )



**OFFICIAL ~~MATRIX~~ FORM**

**ONLY ONE PER FAMILY  
FORM MUST BE  
FILLED OUT COMPLETELY**



DATE \_\_\_\_\_

FULL NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

PHONE # (REQUIRED) (\_\_\_\_\_) \_\_\_\_\_

SIGNATURE (REQUIRED) *x* \_\_\_\_\_

I understand that I am under no obligation to continue this agreement, and may cancel at any time. I hereby authorize Matrix to act as my agent for long distance conversion on my phone listed above. I may designate only one carrier at a time, and I designate Matrix as my primary Long Distance Provider. Should my local phone company assess a charge for my conversion, Matrix will pay me back if I send a copy to:

1314 S. King St. #605, Honolulu, HI 96814 • Void where prohibited • Odds: 1 in 50,000



Robert T. Stephan  
ATTORNEY GENERAL

STATE OF KANSAS  
OFFICE OF THE ATTORNEY GENERAL  
Consumer Protection Division  
301 W. 10th Street  
Topeka, Kansas 66612-1597  
(913) 296-3751

74-4440  
HAND DELIVER  
OFFICE USE ONLY  
11/8/94  
2:10pm  
Category  
CAL  
140

Consumer Hotline  
1-800-452-2310

## CONSUMER COMPLAINT

(Please type or print in dark ink)

Date NOVEMBER 9 1994Your Name LISA GRAPPERYour Address 2319 BRIARWOOD PLAZA 303-C  
Street Apt. #

TOPEKA KANSAS SHAWNEE 66611  
City State County Zip

Phone Number Where You Can be Reached During the Day 913 267 6090  
Area Code/NumberHome Phone 913 267 6090 Social Security # 511-76-5380  
Area Code/Number

Are You Filing this Complaint as an:

Individual ☒ Sole Proprietor \_\_\_\_\_ Corporation \_\_\_\_\_ Partnership \_\_\_\_\_Name of Company  
Complained About QCC CLUB CARDComplete  
Company Address UNKNOWN  
Street City State ZipName of Company Contact Person BILLING INQUIRIES 1-800-460-0756Date of Transaction OCT 3 1994 Place of Transaction MAILWas a Contract Signed NO Date Signed \_\_\_\_\_ Place Signed \_\_\_\_\_Did a Salesperson Come to Your Home? NOWhat Kind of Product or Service are You Complaining About? RECEIVED CALLING CARD  
IN THE MAIL - DIDN'T ORDER IT - WAS BILLED FOR IT ON CURRENT  
TELEPHONE BILLWas Product or Service Advertised? YES Provide Name and Date ofPublication RECEIVED CARD IN THE MAILHave You Filed This Complaint With any Other Agency(ies)? NO

Name of Agency(ies) \_\_\_\_\_

Results: \_\_\_\_\_

Some Violators of Law Target Senior Citizens. Do You Consider Yourself to be a Senior Citizen? If So, Please State Age. NO 23

Have You Retained an Attorney Regarding This Complaint? NO

Attorney's Name, Address & Phone Number \_\_\_\_\_

Have You Been to Court on This Complaint? NO

Results: \_\_\_\_\_

Is There a Lawsuit Pending On This Complaint? NO

Explain: \_\_\_\_\_

Did You Pay for the Product With a Credit Card? NO

Are You Making Payments on a Contract? NO If so, List Company Name, Address and Your Account Number. \_\_\_\_\_

Have You Filed a Complaint With This Office Before? NO

What Assistance are You Seeking? (Circle One)

Refund

Product Delivery

Service Performed

Other

Explain: SEEKING TO SEE IF THIS COMPANY HAS THE RIGHT TO BILL

YOU FOR SOMETHING THAT YOU DID NOT ORDER. SHOULD I PAY THIS AMOUNT. PHONE NUMBER WAS GIVEN TO BE ISSUED A CREDIT TO PHONE BILL  
What is the Amount of Actual Damages You are Disputing? \$ 5.15

**DESCRIBE YOUR COMPLAINT:** On separate sheets provide a narrative which describes the details of your complaint in chronological order. Please initial each page. Be specific.

**INCLUDE DOCUMENT COPIES:** Include Copies of ALL Documents Relevant to this Complaint, Including Advertising Material, Contracts, Warranty Information, Receipts, Letters, Front and Back of Cancelled Checks, etc.

*In filing this complaint, I understand that the Attorney General and his staff are not my private attorneys, but represent the public in enforcing laws designed to protect the public from deceptive and unconscionable business practices. Also, I understand that if I have any questions concerning my legal rights or responsibilities at this time, it is suggested that I contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.*

*Lisa Cropper*  
Signature

P07/\*\*

12-05-94 03:27PM KANSAS ATTORNEY GENERAL

20



ACCT NUMBER 913 267 6090 428 5  
OCTOBER 9, 1994  
DETAIL OF CHARGES

PAGE 15

**SUMMARY OF CHARGES FOR ZERO PLUS DIALING**

ITEMIZED CALLS (SEE DETAIL)	5.00
CHARGES BEFORE TAXES	5.00
FEDERAL TAX	.15
STATE AND LOCAL TAXES	.00
<b>TOTAL</b>	<b>5.15</b>

ZERO PLUS DIALING BILLING INQUIRIES 1-800-440-0754

**ITEMIZED CALLS FOR ZERO PLUS DIALING**

NO	DATE	TIME	PLACE CALLED	AREA NUMBER	*- MIN	AMOUNT
BILLED ON BEHALF OF QUEST COMMUNICATIONS						
1	10	3	QCC CLUB CRO			5.00

**TOTAL ITEMIZED CALLS FOR ZERO PLUS DIALING**

**5.00**

See Reverse

THANK YOU FOR PAYING BY MAIL

19



18

Attorney General of the State of Kansas  
Kansas Judicial Center  
2nd Floor  
Topeka, Kansas 66612

NOV 10 11 00 AM '94

4 November, 1994

Dear Attorney General,

I wish to file a formal complaint against QCC of Overland Park, Kansas. This company used an entry blank I filled out, promoted as a free car or \$25,000 cash prize, and resulted in changing my long distance telephone carrier. After requesting a copy of my "supposed" application, the entire scam was revealed. I never agreed to change my long distance carrier, and NEVER was it communicated that filling out this entry blank would result in this change. The company's name was not shown on or near the entry blank box. I was already charged \$5.16 on my phone bill for this service, which has supposedly been credited. I resent that this company used this entry blank in such deceptive practices. Until I received a copy of this application, I was never made aware of what was involved. When I filled out the entry blank, none of the other information on this sheet was revealed. I am angered that this practice is allowed, and I request that this practice be investigated. I have already contacted GTE, my local carrier, and petitioned that any further changes concerning my long distance carrier be blocked and scrutinized.

Thank you for your assistance with my request. I have enclosed the application I received from QCC and my letter of response. I will await your reply to this letter.

Sincerely,

*Jeanine E. Hackert*  
Jeanine E. Hackert  
6110 Penguin Drive  
Rockford, Illinois 61109

cc: Federal Communications Commission  
Attorney General, State of Illinois  
General Telephone

19

NONE OF  
THIS WAS  
DISPLAYED  
AT THE  
CONTEST

**\$25,000\* MONEY GRAB!!!**

PHONE NUMBER (815) 874-9128 AGE: 0 UNDER 18 Q18 & OVER

PLEASE PRINT NAME: JEANINE HACKERT

ADDRESS 1010 PENGUIN DR

CITY ROCKFORD STATE IL ZIP 61109 DATE 8/14/96

SIGNATURE Jeanine E. Hackert

You must be 18 years old at the time of entry in order to enter and win the possibility of \$25,000\*

YES!!! I WOULD LIKE TO WIN THE CHANCE TO GRAB \$25,000\*! By signing above I designate QCC, Inc. as my agent to provide me with a Discount Calling Card. I understand that all of the charges incurred on the Discount Calling Card issued me by QCC, Inc. will be billed through my home telephone number as listed above. This agreement is also subject to all terms listed on the reverse side. By initiating the line that follows, I wish to enter the contest and not receive a Discount Calling Card at this time but send me more information on your service.

**OFFICIAL CONTEST RULES**

You must be 18 years or older to enter. No purchase necessary to win any prize. Only one entry per family. You may also enter by sending a handwritten 3 x 5 inch card with your complete name and address in a postage prepaid envelope to the address provided hereafter. Each entry must be mailed separately. No copies or mechanical reproductions allowed. You do not need to be present to win the contest. First prize is the chance to grab \$25,000 from World Tel United, Inc.'s Dough Blower. \$25,000 is contingent upon 25,000 or more people entering the Discount Calling Card program on or before July 31, 1995. The amount of money placed within the Dough Blower will be equivalent to \$1.00 per Discount Calling Card subscribed under this offer, up to \$25,000. Federal, State, and local taxes are sole responsibility of the winner. The winner will be notified by mail. This advertising material is being used for the purpose of obtaining agreements to issue Discount Calling Cards. For further information or for a list of winners after August 1, 1995, send a self addressed stamped envelope to the address as listed below. OFFER IS VOID WHERE PROHIBITED BY LAW.

**DISCOUNT CALLING CARD OFFER**

Enjoy a discount of up to 32% on calls when you enroll into the QCC, Inc. Discount Calling Card. You will be billed on your local telephone bill for all calls placed and a five dollar monthly service fee. The charges for the Discount Calling Card are fifty cents call set up charge and twenty cents per minute flat rate for interstate calls within the continental forty-eight states. International, interstate and other calls are at tariff rates. For a complete rate schedule or a list of winners, send a self addressed stamped envelope to 2631 N.E. Vivon Road #178, Kansas City, Missouri 64119.



Robert T. Stephan  
ATTORNEY GENERAL

STATE OF KANSAS  
OFFICE OF THE ATTORNEY GENERAL  
Consumer Protection Division  
301 W. 10th Street  
Topeka, Kansas 66612-1597  
(913) 296-3751

OFFICE USE ONLY

Agent THCategory 12

SEP 8 11 30 AM '94

Consumer Hotline  
1-800-432-2310

## CONSUMER COMPLAINT

(Please type or print in dark ink)

Date 8/30/94Your Name Sherry Rene HodgeYour Address 15636 W 83rd Trail  
Street Apt. #Lenexa Ks Johnson 66219  
City State County ZipPhone Number Where You Can be Reached During the Day 816 995 4340  
Area Code/NumberHome Phone 913 492 7346 Social Security # 512 80 1329  
Area Code/Number

Are You Filing this Complaint as an:

Individual X Sole Proprietor \_\_\_\_\_ Corporation \_\_\_\_\_ Partnership \_\_\_\_\_Name of Company  
Complained About QCC, Inc.Complete  
Company Address 8829 Bond Overland Park Ks 66214  
Street City State ZipName of Company Contact Person Jason Hat or Bob FairisDate of Transaction 8/12/94 Place of Transaction Brown, MoWas a Contract Signed 25,000 Money Club Date Signed 8/12/94 Place Signed Brown, MoDid a Salesperson Come to Your Home? no

What Kind of Product or Service are You Complaining About? \_\_\_\_\_

Issuing long distance calling card

Was Product or Service Advertised? \_\_\_\_\_ Provide Name and Date of

Publication \_\_\_\_\_

Have You Filed This Complaint With any Other Agency(ies)? no

Name of Agency(ies) \_\_\_\_\_

Results: \_\_\_\_\_

Some Violators of Law Target Senior Citizens. Do You Consider Yourself to be a Senior Citizen? If So, Please State Age. 34

Have You Retained an Attorney Regarding This Complaint? no

Attorney's Name, Address & Phone Number \_\_\_\_\_

Have You Been to Court on This Complaint? no

Results: \_\_\_\_\_

Is There a Lawsuit Pending On This Complaint? no

Explain: \_\_\_\_\_

Did You Pay for the Product With a Credit Card? no

Are You Making Payments on a Contract? no If so, List Company Name, Address and Your Account Number. \_\_\_\_\_

Have You Filed a Complaint With This Office Before? no

What Assistance are You Seeking? (Circle One)

Refund      Product Delivery      Service Performed      Other

Explain: Clear information to public, not

a scam

What is the Amount of Actual Damages You are Disputing? \$ None

**DESCRIBE YOUR COMPLAINT:** On separate sheets provide a narrative which describes the details of your complaint in chronological order. Please initial each page. Be specific.

**INCLUDE DOCUMENT COPIES:** Include Copies of ALL Documents Relevant to this Complaint, Including Advertising Material, Contracts, Warranty Information, Receipts, Letters, Front and Back of Cancelled Checks, etc.

*In filing this complaint, I understand that the Attorney General and his staff are not my private attorneys, but represent the public in enforcing laws designed to protect the public from deceptive and unconscionable business practices. Also, I understand that if I have any questions concerning my legal rights or responsibilities at this time, it is suggested that I contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.*

Sherry R. Hodge  
Signature  
24

SD

9/2/9

8/30 Received calling card from QCC.  
Called them, spoke with Jason.  
I asked account be cancelled  
& who authorized. Informed  
Allen Hodge, I asked for fax  
copy.

Spoke with Allen - no sign up  
for calling card.

9/1 Bob QCC sent us fax.

Enclosed is a copy.

My husband did sign document  
without reading complete details.

Probably not much that can be done  
about their advertising practices.

Thanks for checking.  
SEHodge

# \$25,000\* MONEY GRAB!!!

PLEASE PRINT CLEARLY:

PHONE NUMBER (913) 462-7340 AGE: UNDER 18 18 & OVER

NAME Allen Hodge

ADDRESS 15636 W. 83rd Ave

CITY Lenexa STATE K ZIP 66219 DATE 8 17 1994

SIGNATURE Allen Hodge

You must be 18 years old or older in order to enter and with the possibility of \$25,000\*.

YES!!! I WOULD LIKE TO WIN THE CHANCE TO GRAB \$25,000\*!! By signing above I designate QCC, Inc. as my agent to provide me with a Discount Calling Card. I understand that all of the charges incurred on the Discount Calling Card issued me by QCC, Inc. will be billed through my home telephone number as listed above. This agreement is also subject to all terms listed on the reverse side. By installing the line that follows I wish to enter the contest and not receive a Discount Calling Card at this time but send me more information on your service.

## OFFICIAL CONTEST RULES

You must be 18 years or older to enter. No purchase necessary to win any prize. Only one entry per family. You may also enter by sending a handwritten 3 x 5 inch card with your complete name and address in a postage prepaid envelope to the address provided hereafter. Each entry must be mailed separately. No copies or mechanical reproductions allowed. You do not need to be present to win the contest. First prize is the chance to grab \$25,000 from World Tel United, Inc.'s Dough Blower. \$25,000 is contingent upon 25,000 or more people entering the Discount Calling Card program on or before July 3, 1995. The amount of money placed within the Dough Blower will be equivalent to \$1.00 per Discount Calling Card subscribed under this offer, up to \$25,000. Federal, State, and local taxes are sole responsibility of the winner. The winner will be notified by mail. This advertising material is being used for the purpose of obtaining agreements to issue Discount Calling Cards. For further information or for a list of winners after August 1, 1995, send a self addressed stamped envelope to the address as listed below. OFFER IS VOID WHERE PROHIBITED BY LAW.

## DISCOUNT CALLING CARD OFFER

Enjoy a discount of up to 32% on calls when you enroll into the QCC, Inc. Discount Calling Card. You will be billed on your local telephone bill for all calls placed and a five dollar monthly service fee. The charges for the Discount Calling Card are fifty cents call set up charge and twenty cents per minute flat rate for interstate calls within the continental forty-eight states. International, intrastate and other calls are at tariffed rates. For a complete rate schedule or a list of winners, send a self addressed stamped envelope to 2631 N.E. Vivion Road #178, Kansas City, Missouri 64119.

26

# Complaint Questionnaire

**JAMES E. DOYLE**  
ATTORNEY GENERAL



Office of  
Consumer Protection  
& Citizen Advocacy

Wisconsin Justice Department

123 West Washington Avenue  
P.O. Box 7856  
Madison, Wisconsin 53707-7856  
608-266-1852

Room 520  
819 North Sixth Street  
Milwaukee, Wisconsin 53203-1678  
414-227-4949

Other areas call toll-free 1-800-362-8189

# Consumer Complaint

JUL 21 1994

Your Name

Who's Your Complaint Against?

Please complete **both sides** of form. Type or print clearly with a **black pen**.

Your Name: <sup>MR</sup> <sup>MRS</sup> <sup>MISS</sup> BROWN HARRY W  
(Last) (First) (MI)

Your complaint is against: America Teletronics

Address 622 Oak ST

Address

City Cottage Grove

City

State WISCONSIN Zip 53527-9713

State Zip

Home Phone (608) 839-4939 Work (608) 267-8760

Phone ( )

Contact me between 8:00 A.M. and 4:00 P.M. at:

Name of person you dealt with:

☐ Home ☒ Work, ext. ( ) Time:

Title

First Contact Between You and Firm:

Where Did the Transaction Take Place?

- ☐ Person came to my home.
- ☐ I went to firm's place of business.
- ☐ Away from firm's place of business (convention, at my job, etc.).
- ☐ I received a telephone call from the firm.
- ☐ I telephoned the firm.
- ☐ I received information in the mail.
- ☐ I responded to a radio/TV ad.
- ☐ I responded to a printed advertisement.

- ☐ At my home.
- ☐ At the firm's place of business.
- ☐ Away from the firm's place of business (convention, at my job, etc.).
- ☐ Over the telephone.
- ☐ By mail.
- ☒ There was no transaction. *at least none by me or my wife*

5. Date(s) of transaction: MAY - 25, 1994

6. Did you sign a contract? NO

7. Amount of <sup>+ Lost Benefits</sup> off from AT&T payment: 3.90  
☐ Cash ☐ Credit Card ☐ Loan

☐ Installment Sale Plan  
☐ Check. Date check was cashed:  
☐ Other:

8. Have you contacted the firm about your complaint? ☒ Yes If yes, when? I have tried July 16, 1994

9. What action was taken? I was switched back to AT&T on June 9, 1994

10. With what other agency have you filed this complaint? NONE

11. What action was taken? NONE

12. Have you contacted a private attorney? ☐ Yes ☒ No

13. Have you started court action? ☐ Yes If yes, type? ☒ No

Please complete both sides of form (Over)

Do Not Fill Out This Office's Section

ID #	CPLKUP	Agency	Person	Area of R	Area of C	How Received	Age of C
740721-0449	E	455B 455E	0120	99		Date 30101 Phone 30102 Mail 30103 Pers Contact 30104 Referral 30106 Agcy Instituted 30107 Legislative Contact	0-16-26 40-55-76 Trans Date 94052 Date Rcvd From ACK 34-02
Resp Name							
Comp Name							

**14. Please Describe Your Complaint in Detail (Attach an extra sheet if necessary.)**

Please attach copies of any papers involved (order blanks, warranties, credit card receipts or statement, contracts, advertisements, cancelled checks - front and back, etc.)

Description of your complaint (please use black pen): On June 8 I received my phone bill from General Telephone Co. While reviewing my bill I noticed that my long distance carrier was changed and I was charged \$3.90. I asked my wife whether she had changed our service and she said no. I received a letter from AT&T on the same day advising me that they would like our business and gave a phone number to call to verify our carrier for long distance service. I called the number and I was told our new carrier was U.S. Billing, Inc. for America Teletronics. I have never heard of these people. So I called AT&T and asked them what happened. They did not know, but at my request, signed me back up with them. I, then, called GTE. billing and spoke with a gentleman. They had received an order to change our service and that's why we were charged \$3.90.

I believe that someone from America Teletronics made the change without our permission. I am an AT&T subscriber now. However, as the May and June Bills reflect, I am required to pay for phones (long distance) which were not through AT&T.

I believe that the action taken by America Teletronics is an act of fraud. It does not amount to very much money in this case. However, I think they should be careful and refrain from changing people's service without a written order - Frankly unless AT&T goes out of business, I will be their customer for a long time.

15. Your view as to how this matter should be resolved: I think that my account should be credited in the amount of \$3.90 for the May change ~~and \$3.90 for the June change~~ back to AT&T. All Phone calls made from May 25 through June 9 should be credited to AT&T and I will pay AT&T for the charges including the taxes - All Pen.  
The information you provide will be used in efforts to resolve your problem and may be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request. <sup>received should also be credit. to me</sup>

The above information is true and accurate to the best of my knowledge.

Your Signature

Harry W Brown

Date

July 16, 1994

**Optional**

The age of the person involved in the transaction: ☐ 0 - 15 ☐ 16 - 25

☐ 26 - 39 ☒ 40 - 54 (51)

☐ 55 - 75 ☐ 76 - over

# HOMELESS & ABUSED CHILDREN'S FOUNDATION LONG DISTANCE COUPON



YES, I want to help Homeless & Abused Children and enter me in the drawing for the 1994 THUNDERBIRD. I understand that AMERIKIDS Communications will donate 2% of my domestic long distance bill to the above mentioned charity, every month for as long as I remain on the service. I hereby designate American Teletronics as my agent for the long distance process for the phone number listed below. I can only have one primary long distance carrier and realize any previous selection will be cancelled. My local telephone carrier may charge a small fee for switching, which will be reimbursed after 90 days of service with proof of charge. I will be billed through my local exchange carrier, and am the person legally responsible for and authorized to make this change in service and disallow any further change to my service without written authorization. By checking the box, I wish to enter the contest and not change my long distance carrier at this time, but send me more information on your service. ☒ **5P**

PLEASE PRINT CLEARLY **5P** FILL OUT COMPLETELY TO QUALIFY

PHONE NUMBER 608 839 4939 DATE OF BIRTH 1/28/1944

NAME BROWN CAROL A  
(LAST) (FIRST) (MIDDLE)

ADDRESS 622 OAK ST

CITY Cottage Grove STATE WI ZIP 53527 DATE 4/9/94

SIGNATURE Carol A Brown ©1993 ACC





**State of North Carolina**

**MICHAEL F. EASLEY**  
ATTORNEY GENERAL

Department of Justice

P. O. BOX 629

RALEIGH

27602-0629

REPLY TO: Margaret Force  
Utilities/Insurance  
(919) 733-7214

**November 18, 1994**

**VIA HAND DELIVERY**

**Ms. Frances Delk**  
**Civic Center Christmas Show**

This is to alert you about our investigation of Booth No. M-3 in the Christmas show for violations of North Carolina law. The Attorney General's Office has serious concerns about the promotion, and we urge you to take prompt action to prevent further violations.

According to our information, the vendor providing the Official Registration and L.O.A. Forms (copy attached) at that booth is either Consumer Discount Group or the Christian Network, neither of which has obtained a certificate from the North Carolina Utilities Commission to solicit or provide long distance telephone service. According to an Order of the Utilities Commission in P-100, Sub 72 issued February 22, 1985, an entity must first obtain a certificate from the Commission to solicit or provide such service in North Carolina. Further, one providing such service would be required to file tariffs with the Commission, and obtain approval of promotions offered to secure adoption of utility service. Neither of these requirements appears to have been met in this case.

Further, the booth rented by the "Christian Network" (Booth No. M-3) should be closed because the promotion violates North Carolina law in that it is unfair and deceptive in violation of G.S. § 75-1.1. Specifically, the consumer is duped into switching long distance carriers and purchasing or signing up for a "discount calling card" under the guise of entering a drawing to win a vehicle. This constitutes a deceptive trade practice because it tends to mislead the average consumer. It is also an unfair trade practice for the company to offer a service it is not authorized to provide by the North Carolina Utilities Commission.